

JOB DESCRIPTION

Job title:	Croydon GP Hub – General Practitioner
Location:	Croydon GP Hubs sites: Purley, New Addington & Central Croydon
Reporting to:	GP Director (Clinically) Service Manager (Administratively)
Hours:	As per contract of employment

Job summary

The GP Hub role provides professional and clinical care in order to ensure safe, effective and compliant delivery of services to all patients. Closely supported by the Clinical Lead GP and the management team, the post holder will participate with colleagues to maintain a rota service for the GP Hub services within Croydon. The role will be at the forefront of delivering an innovative model of urgent primary care service provision working with the wider teams within Operose Health sharing best practice and continuous development. The postholder will strive to maintain quality within the GP Hub ensuring participation in clinical governance activity and contribute to the improvement in quality of health outcomes through audit and Quality monitoring, whilst contributing to the service achieving other quality standards to include CQC standards.

The GP Hub operates 8am-8pm daily, 365 days/year – work pattern may incorporate work across all Hub sites and sessions within this timeframe, by agreement.

Clinical Responsibilities:

- Provide high quality and current evidence based medical care to patients attending the GP Hub and Re-direction service.
- To adhere to the highest personal and professional standards as set out by the GMC and to put individual patient care as your priority.
- Undertake all necessary and relevant paperwork associated with the provision of medical services.
- Undertake face to face consultation with patients within the required KPI timeframe.
- Provide appropriate health education and advice to patients attending the GP Hub.
- Undertake clinical duties in accordance with the access needs of the GP Hub and the contractual obligation of the Hub's agreed workforce plan.
- Work autonomously, taking responsibility and accountability for managing own workload, risk assessment and risk management.
- Provide advice and guidance to colleagues; acting as the Senior Clinician, providing oversight and mentorship to junior colleagues
- To be aware of current safeguarding processes and refer as appropriate to Social Services/other external agencies.
- Completion of clinically related administrative and non-clinical duties needed for the delivery of the service.
- Appropriately managing the appointment list and referring to other care providers as appropriate within the Hub protocols.
- Prescribing in accordance with the Hub prescribing formulary and national guidelines as clinically appropriate.
- To inform senior colleagues of any factors affecting delivery of the service as soon as they arise.

- To work with the Hub team to ensure clinical quality within the Hub to support compliance with Care Quality Commission, Infection Control, Clinical Governance and current best practice guidance.
- Liaise with the Service Manager over the business aspects of the Hub, providing advice where required.
- Recording clear and contemporaneous consultation notes in conjunction with local policy and professional guidelines.
- Act as an advisor and role model for all staff, and external stakeholders.
- Work with the Service/Regional Manager in developing the Hub clinically and organisationally and facilitate good engagement and reputation locally.
- Participate in an on-going personal and professional development programme including annual appraisal and supervision. Maintain good medical practice and clinical care by undertaking appropriate educational training to allow the continued development of the knowledge, skills and attitudes relevant to modern primary care

Person specification

- Current registration with GMC and NHS performers list and engaged in regular clinical work
- An experienced doctor with GP accreditation - MRCGP examination or equivalent experience
- Sound knowledge of the principles and values that support good medical practice
- Will have excellent interpersonal skills and be committed to working as part of a team
- Will have excellent communication skills, both written and verbal.
- Clear commitment to delivering quality and patient focused services
- Record of ongoing continuous professional development
- Ensure engagement with NHS annual strengthened appraisal, PDP production and GMC revalidation.
- Good leadership skills with the ability to influence and negotiate.
- Clear understanding of professional responsibility and accountability.
- Good organisational skills and ability to manage and prioritise own workload
- Ideally have a working knowledge of clinical system EMIS web
- Demonstrate innovative solutions to healthcare delivery
- Demonstrate knowledge of local and national arrangements
- Willingness to actively participate in team meetings, development opportunities and learning networks
- Flexible approach to service delivery
- Proactive in identifying continuous improvement and suggestions for change
- Ensure self-compliance with all mandatory training (clinical and systems)

Clinical Governance

- Review and respond to relevant Incident Reports at site level and raise any clinical concerns with the Clinical Lead GP
- Support the local lead for Infection Prevention and Control
- Support the local lead for Safeguarding of Adult and Children
- Perform regular clinical audit for their site(s)
- Ensure Hub meets KPI requirements.
- Alert other team members to issues of quality and risk
- Work effectively so as not to exceed the Hub prescribing budget.

- Be supportive of any complaints policy and procedure to ensure proper investigation and appropriate follow-up action in the event of a complaint being made about any aspect of the service provided or any personal provider of the service.
- Ensure that any agreed audits are produced in a timely fashion to meet local deadlines.
- Ensure Hub adheres to all Operose Health policies and procedures.
- Assist the Service/Regional Manager in the investigation and resolution of complaints and concerns involving the Hub.

Corporate responsibilities

As an employee of Operose Health, comply with all corporate and clinical policies and protocols.

Role development

The duties and responsibilities contained in this job description are indicative. As the role develops the requirements of the post may require refinement. Therefore, if such changes to occur, you will be fully involved and consulted. The job will be reviewed on a regular basis in order to ensure that the duties meet the requirements of the service and to adjust as necessary. This will be done by the Clinical Lead in consultation with those managing the service. The successful applicant will be expected to participate fully in such discussions.

Confidentiality

In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately

In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential.

You are required to exercise due consideration in the way you use such information and should not act in any way, which might be prejudicial to the organisations interests. If you are in any doubt regarding the use of information in the pursuit of your duties you should seek advice from your manager before communicating such information to any third party.

Data Protection

Operose Health is registered under the Data Protection Act 1998. You must not at any time use the personal data held by this organisation for a purpose not described in the Register entry, or disclose such data to a third

party. If you are in any doubt regarding what you should or should not do in connection with the Data Protection Act then you must contact your line manager or appropriate senior lead at the time.

Health & Safety

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Operose Health Health & Safety Policy, to include: -

- Using security systems within the workplace according to Operose health guidelines
- Identifying the risks involved in work activities and understanding such activities in a way that manages those risks
- Reporting potential risks identified
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards

Risk Management

You are required to contribute to the control of risk and use the Operose Health incident reporting system, Radar, to alert Executive Team and Commissioners of incidents or near misses that may compromise the quality of services provided to patients

Safeguarding

All employees have a responsibility for safeguarding the welfare of children, young people and vulnerable adults in accordance with Operose Health Safeguarding Policies and national guidelines. You must also undertake and maintain the appropriate level of safeguarding training for the role

Equality and Diversity

Operose Health is an equal opportunities employer that is committed to diversity and values the ways in which we are different. All qualified applicants will receive consideration for employment without regard to race, colour, religion, sex, sexual orientation, gender identity, disability or other characteristic protected by applicable law. This job description is a guide to the work that you will initially be required to undertake. It may be changed from time to time, in consultation with you, to meet changing circumstances. It does not form part of your contract of employment.

Note

This job description is not intended to form part of the contract of employment or to be a complete list of duties and responsibilities, but it is a guide, for information, to the job. It will be periodically reviewed in the light of developing work requirements in the role. The post holder will participate in the review.